

Senior Business Analyst MBA, MS

123 Business Avenue ✕ Greensburg, PA 15601
T: (123) 456-7890 ✕ businessanalyst@gmail.com

SENIOR BUSINESS ANALYST AND PROJECT MANAGER

CHANGE MANAGEMENT ►► DATABASE MANAGEMENT ►► TECHNICAL CONTACT ►► HIGH PROFILE PROJECTS

- Experienced and knowledgeable Business Analyst and Project Manager with a demonstrated track record of leading tactical planning, scheduling and project prioritization strategies for high profile initiatives, with focused experience in the areas of Business Intelligence, Data Analysis, and Reporting.
- Actively seeks to contribute expertise in advanced leadership, project oversight and training aid development toward optimizing the goals of a world-class organization in a management role.
- Decisive and straightforward with a proven track record of identifying and documenting cutting-edge process improvements for high-profile employers, with the ability to translate complex concepts for audiences of all levels and technical understanding.
- Strong knowledge of technical implementations and upgrades, QA processes, data migration, and change request management in deadline-driven environments; advanced expertise in all facets of database management, including data mining, analysis, and reporting.

◀◀ CORE COMPETENCIES ▶▶

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| ✓ High Profile Project Management | ✓ Reviewing Records for Accuracy |
| ✓ Training New Business Analysts | ✓ Change Management |
| ✓ Serving as IT Point of Contact | ✓ Focused Expertise in Payroll and Tax Systems |
| ✓ Developing and Managing Databases | ✓ Developing & Executing Process Improvements |
| ✓ Data Mining, Analysis, and Reporting | ✓ Expertise in Business Intelligence |

PROFESSIONAL EXPERIENCE

2010 to Present: United Technologies, Greensburg, PA – Global Mobility Tax Business Analyst

Fulfill a key role leading the management of 8 proprietary databases to empower data mining, analysis, and report generation at the Global Mobility Tax division of this multibillion dollar manufacturer of high-technology products in numerous areas. Serves as the sole technology contact on the tax, payroll, and accounting team, meeting the challenge of directing Change Management initiatives involving software and technology deployments and upgrades.

- Provides prompt response to inquiries from international employees and corresponds with tax vendors (Ernst&Young, KPMG, Deloitte, PwC) regarding reporting and tax information requests; handle issues related to approximately 700 international employees and executives working under multiple subsidiaries of United Technologies, including W2 processing, relocation, housing, imputed income, tax equalizations and international tax concerns.
- Served as the architect of a method to calculate taxes within the ADP payroll system, eliminating the need to use a separate payroll system; led the migration of payroll system platforms without compromising the level of service to the global employee base.
- Captured key gains in efficiency, productivity, and effectiveness through the creation of databases that eliminated traditional manual paper-based processes.
- Leveraged superior subject matter expertise and industry experience to coordinate and lead training and onboarding for all new staff members, continuing to serve as a trusted resource going forward.

"This was a challenging year for the Global Mobility Tax Team as there were significant changes in terms of team members as well as suppliers. Anna was critical in getting new team members onboarded. Anna was able to assume additional responsibilities at year end and contributed to a very successful year end."

**Thomas K., Manager
United Technologies**

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2007 to 2010: Xerox Corporation, Windsor, PA – Consultant

Served as a trusted advisor and subject matter expert to United Technologies, a key enterprise client of this document management and technology company, providing guidance and direction in the areas of Business Intelligence, Data Analysis, and Reporting.

- Met the challenge of transitioning and automating manual processes at United Technologies to improve efficiency and productivity; examples include a 20% reduction in the time spent performing payroll calculations; as a process improvement consultant, introduced initiatives that boosted productivity by over 80%.
- Leveraged proficiencies in Microsoft Access, independent software, conversion applications, SAP reporting tools, and Genesys reporting tools.
- Compiled and submitted management, research, and tax audit reports, while reviewing journal entries and payroll entries for completeness and accuracy.
- Led the management of Year End procedures to ensure the timely distribution of W2 tax forms for three years.
- Deployed Microsoft Access databases to drive the preparation and analysis of financial statements and monthly reports for the benefit of domestic and international employees.

2003 to 2007: Citibank, Bloomfield, PA – Life Insurance and Securities Producer

Built and expanded a book of business valued at \$1M as a licensed producer for life insurance in Connecticut and New Jersey, and for securities in New Jersey and Connecticut, serving clients of this leading provider of financial services.

- Leveraged a consultative sales approach to gain insight into the specific financial needs of each client, leading to recommendations of specific insurance products and mutual funds aligned with the requirements and risk parameters of each account.
- Effectively managed the finances, assets, debt, and retirement plans of clients with net worth ranging from \$50K to \$100K.
- Contributed additional service and expertise coordinating and leading personal finance seminars and events.

EARLY CAREER

Continuing Education Instructor – Pohs Institute, Locations Throughout Pennsylvania

Project Manager – IMS Inc., Waterbury, PA

Business Intelligence and Data Manager – Medrad Inc., Indianola, PA

Commission and Performance Database Administrator – Medrad Inc., Indianola, PA

Commission and Payroll Reporter for the Americas – Medrad Inc., Indianola, PA

Sales and Marketing Analyst – Medrad Inc., Indianola, PA

MBA/MIS Intern: Systems Support Team, PECO Energy Delivery (PED) Finance Controller's Group – PECO Energy, PA

Sales Reporting – Respironics, Murrysville, PA

EDUCATION & TECHNICAL SKILLS

Master of Business Administration Degree – University of Pittsburgh Katz Graduate School of Business

Master of Science Degree in Management of Information Systems – University of Pittsburgh

Bachelor of Science Degree in Biology – Rutgers University

Technical Skills: SAP, PeopleSoft, Genesys (Payroll systems), Crystal Reports, HTML, SQL, and Microsoft Office